

## **DAS CUSTOMER COUNCIL MEETING MINUTES:**

**June 2, 2014**

*A regular meeting of the DAS Customer Council was held on Monday, June 2, 2014, at the Hoover Building (Conference Room 5) in Des Moines, Iowa. The meeting was called to order by Chair David Roederer at 3:00 p.m.*

### **MEMBERS PRESENT**

Carmine Boal, Legislative Branch (House)  
Jessica Holmes, Department of Revenue  
Janet Phipps, Department of Administrative Services (DAS), Vice-Chair  
David Roederer, Department of Management (DOM), Chair  
Jean Slaybaugh, Department of Human Services  
Peggy Sullivan, Judicial Branch  
Margaret Thomson, Iowa Department of Agriculture and Land Stewardship  
Nickie Whitaker, Department of Public Safety  
Lee Wilkinson, Department of Transportation  
San Wong, Department of Human Rights (DHR)  
Joel Wulf, Department on Aging

### **MEMBERS ABSENT**

Steve Larson, Department of Commerce – Alcoholic Beverages Division  
Michael Marshall, Legislative Branch (Senate)

### **DESIGNEES**

Lori Norem, Department of Cultural Affairs, for Mary Cownie

### **OTHER ATTENDEES**

Lon Anderson, DAS  
Matt Behrens, DAS  
Kevin Beichley, DAS  
Mary Bowser, DHR  
Paul Carlson, DAS  
Susan Churchill, DAS, responsible for taking meeting minutes  
Joan Conrad, Department of Commerce – Iowa Utilities Board  
Kelly Green, DAS  
Ed Holland, DAS  
Caleb Hunter, DAS  
Mirela Jusic, DAS  
Tana Kelce, DAS  
Kathy Mabie, DOM  
Calvin McKelvogue, DAS  
Phil Miclot, DAS  
Michelle Minnehan, DAS  
Jeff Panknen, DAS  
Stefanie Pirkel, DAS  
Julie Sterk, DAS

Robert von Wolffrad, DOM  
Bill West, DAS  
Jim Wittenwyler, Department of Corrections  
*Others may have been present who did not sign in.*

## AGENDA ITEMS

- I. The meeting was called to order at 3:00 p.m. by Chair David Roederer.
- II. Chair Roederer introduced Janet Phipps, Director of the Department of Administrative Services, as the new Vice-Chair of the DAS Customer Council.
- III. **MOTION:** Margaret Thomson made a motion to approve the meeting minutes of February 24, 2014.
  - A. Jessica Holmes seconded the motion.
  - B. Motion passed unanimously.
- IV. Michelle Minnehan, Chief Operating Officer of the Department of Administrative Services – Human Resources Enterprise (DAS-HRE), described the proposed changes in DAS-HRE training from marketplace to utility, and a proposed plan for an FMLA third-party administrator.
  - A. DAS-HRE Training
    1. The DAS-HRE training department, called Performance & Development Solutions (PDS), conducted an extensive needs-analysis study with focus groups and surveys to determine the training needs of state agencies.
    2. As a result of the study, PDS revised its curriculum and added 13 new classes, effective July 1, 2014.
    3. PDS is currently funded as a marketplace, which means that only those state agencies with money in their budgets can send employees for training.
    4. DAS is considering changing the PDS funding to a utility fee for its entire curriculum, so that agencies may send more employees for training.
      - a. Nickie Whitaker asked how the utility rate would be calculated; Michelle Minnehan replied that details would be provided at the next meeting that will show the impact by department.
      - b. San Wong asked when the utility fee would begin; Michelle Minnehan replied that it would begin in FY 2016.
  - B. FMLA Third-Party Administrator
    1. A Request for Proposal (RFP) for an FMLA third-party administrator was issued and four state agencies helped with scoring the RFPs.
    2. The FMLA administrator would help ensure consistency in the application of regulations statewide by assisting with intake, sending notices, consulting, reviewing, requesting clarification, and producing metrics and reports.
    3. Peggy Sullivan asked if the Judicial Branch could utilize the FMLA administrator; Michelle Minnehan advised her to speak with Ed Holland, DAS Risk and Benefits Bureau Chief.
    4. Jessica Holmes asked when the FMLA third-party administrator would begin; Michelle Minnehan replied that FMLA administrator would begin in FY 2016 (on July 1, 2015).

- V. Bob von Wolfradt, Chief Information Officer for the State of Iowa, provided an update on the Office of the Chief Information Officer (OCIO).
  - A. Bob von Wolfradt discussed the focus of the OCIO in FY 2014.
    - 1. OCIO continued to build an IT brokerage for the State of Iowa by growing and developing the network of state contracts for IT goods and services.
    - 2. OCIO worked to implement [Iowa Code chapter 8B](#) by building and creating account funds and structures.
    - 3. OCIO continued to work with DAS-ITE on consolidation activities, procurements, and operations.
  - B. Bob von Wolfradt indicated that in FY 2015, OCIO would focus on cloud technologies, mobile computing, financial transparency, and citizen engagement.
- VI. Meeting adjourned at 3:37 p.m.